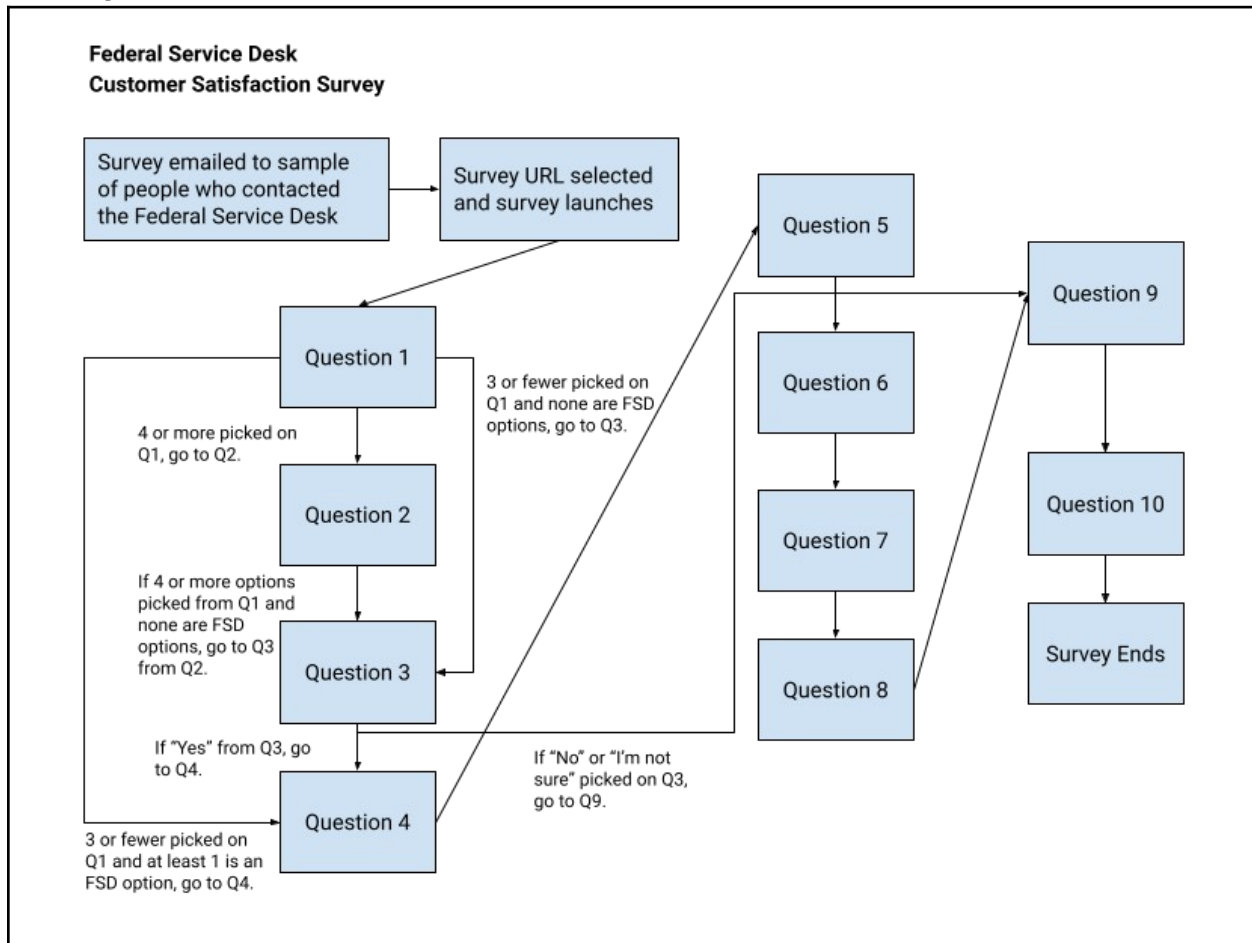


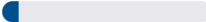
Screenshots of the Federal Service Desk Customer Satisfaction Survey


Survey Flow Chart



Question 1

1. When you need help with SAM.gov, how do you find an answer? Select all that apply. (Answer order is randomized.)
 - a. Search FSD.gov
 - b. Use the chat on FSD.gov
 - c. Submit a web form on FSD.gov
 - d. Call the FSD help desk phone number
 - e. Look for help on SAM.gov
 - f. Ask a colleague
 - g. Search the internet
 - h. Something else

0%  100%



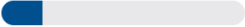
1. When you need help with SAM.gov, how do you find an answer? Select all that apply. (Response required)


- Search the internet
- Search FSD.gov
- Look for help on SAM.gov
- Call the Federal Service Desk phone number
- Submit a web form on FSD.gov
- Ask a colleague
- Use the chat on FSD.gov
- Something else

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Question 2

2. Of the options you chose, select your top three preferred ways to find answers.
(Choices are carried forward from the prior question. If they pick three or fewer, they skip question 2.)
- a. Multi-select

0%  100%




2. Of the options you chose, select your top three preferred ways to find answers.
(Response required)


- Search the internet
- Look for help on SAM.gov
- Ask a colleague
- Something else

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Question 3

3. Have you used FSD.gov to get help with a question about SAM.gov?
(If they pick at least one of the FSD options on question 1, they skip question 3. If they select “No” or “I’m not sure,” they skip to question 9.)
- a. Yes
 - b. No
 - c. I’m not sure

0%  100%



3. Have you used FSD.gov to get help with a question about SAM.gov?
(Response required)

Yes

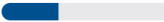
No


I'm not sure

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Question 4

4. How would you rate your overall satisfaction with the support you received at FSD.gov?
- a. Likert scale

0%  100%



4. How would you rate your overall satisfaction with the support you received at FSD.gov? (Response required)

1 - Very dissatisfied

2 - Dissatisfied

3 - Neither dissatisfied or satisfied

4 - Satisfied

5 - Very satisfied

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How much do you agree or disagree with the following statements:


Question 5

5. When I need help with SAM.gov, the Federal Service Desk is where I start.
a. Likert scale

Question 6

6. I get helpful information when I use the Federal Service Desk.
a. Likert scale

0%  100%



How much do you agree or disagree with the following statements?

5. When I need help with SAM.gov, the Federal Service Desk is where I start.
(Response required)

1 - strongly disagree

2 - disagree

3 - neither disagree or agree

4 - agree

5 - strongly agree.

6. I get helpful information when I contact the Federal Service Desk. (Response required)

1 - strongly disagree

2 - disagree

3 - neither disagree or agree

4 - agree

5 - strongly agree.

Question 7

7. It takes too long to get help from the Federal Service Desk.

- a. Likert scale

Question 8

8. Finding answers to my questions about SAM.gov is difficult.

- a. Likert scale

7. It takes too long to get help from the Federal Service Desk. (Response required)

- 1 - strongly disagree
- 2 - disagree
- 3 - neither disagree or agree
- 4 - agree
- 5 - strongly agree.


8. Finding answers to my questions about SAM.gov is difficult. (Response required)


- 1 - strongly disagree
- 2 - disagree
- 3 - neither disagree or agree
- 4 - agree
- 5 - strongly agree.

Question 9

9. What works well when you get help with SAM.gov?

- a. Open feedback

0%  100%





9. What works well when you get help with SAM.gov? (Optional)

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Question 10

10. How can we support you better when you get help with SAM.gov?
a. Open feedback

0%  100%



10. How can we support you better when you get help with SAM.gov? (Optional)

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